Introducing N-TEN



Into the Future: Celebratory Perspectives on the Relationship Between Long Term Access to Justice Reform and Technology

Outline

- Where We Started, How Far Have We Come
- Current Long Term Initiatives
- Common Themes
- Implications for Technology
- Strategic Choices
- Implications for Our Stakeholders
- Overselling and Underselling
- Conclusion

Where We Started

- With a Goal of Transformation
- A Vision of Technology Taking us to 100%
- Understanding the Implications Were Beyond Our Understanding
- Now We Have New Components and Collaborations
- Now Lots of Processes Reflect our Broader Vision and Provide Opportunity to Understand and Embed the Implications

Long Term Initiatives

- ABA/NLADA Standards for Civil Legal Services
- LSC Strategic Planning Document and Follow Up Processes
- ABA Task Force on Access
- Harvard Law School Bellow Sacks Project
- Working Group on Civil Gideon
- New NLADA President
- Access to Justice Commissions and Network
- Self Represented Litigation Network and Agenda

Common Themes

- System as a Whole
- Obligation to All
- Different Needs for Different Services
- Complex Multi Delivery System
- Triage and Diagnosis
- Court and Bar Role and Collaborations
- Technology as Multiplier and Access Gateway
- Technology in Innovation and Evaluation

What The System Might Look Like for Participants and Clients

- Intake and Triage
- Broad Services
- Data Driven

Implications for Technology

- System Has to be Tied Together
- System has to Include New Tech Supported Components and Delivery Modes
- Tool Based Triage with Learning
- Feedback, Research and Evaluation Need Data
- Long Term Investments and Infrastructure

Strategic Choices

- Statewide and National Systems
- Needing Investment, Standardization
- Needing Long Term Resources and Planning
- Needing Continued Pilots
- Need Rollout Strategies
- In a Time of *Relative* Scarcity

Implications for Our Stakeholders

- Always Think of System as a Whole
- Analyze Needs and Design Systems
- Support and Integrate Those Systems
- Market Based on Transformative Impact

The Overselling/Underselling Problem

- Stand Alone Innovations Fail
- Fully Integrated Innovations Succeed
- More Not Less Demanding
- Planned Integration

Concluding Thoughts

- Still Key, Still Underestimated, Still Not Understood
- Costing, Projecting, Integrating
- Some Questions About Leadership